

POSITION DESCRIPTION

**IT SPECIALIST, GS-2210-13
U.S. DEPARTMENT OF STATE
BUREAU OF INFORMATION RESOURCE MANAGEMENT
DEPUTY CIO FOR BUSINESS MANAGEMENT AND PLANNING
OFFICE OF E-DIPLOMACY
KNOWLEDGE LEADERSHIP DIVISION**

I. INTRODUCTION.

This description covers a position in the Department's Virtual Fellow program that is hosted by the Knowledge Leadership Division, Office of E-Diplomacy, Deputy CIO for Business Management and Planning, Bureau of Information Resource Management (IRM/BMP/EDIP/KLD), in the U.S. Department of State (DOS). The incumbent performs duties that are characteristic of an information technology (IT) Specialist position in the Department, works virtually and is not physically located at DOS in serving as a Departmental consultant on user interface design, human-computer interactions and information architecture for customer-facing Web-based applications that are required for a new cutting-edge Crowd Work IT platform under development in the Department. These duties require specialized skill sets that do not exist in the Department and are typically found only in interactive Web agencies. The Fellow who is the incumbent of the position possesses the requisite education and experience necessary to perform the unique duties and responsibilities required of this position.

EDIP requires these advanced skills because the Fellow will provide the critical strategic user experience guidance for the Crowd Work platform. Unlike many other government technology implementations, the Crowd Work platform is cutting-edge in nature in that there is no direct private sector analogue such as Facebook and Twitter that the organization can utilize to develop an effective user experience for the new platform. There exist other crowd sourcing platforms, such as Wikipedia, oDesk and Mechanical Turk, but these are not the large, internally-facing crowd working platforms designed for a large organization such as the Department of State. The new platform is being developed as a piece of a larger White House initiative known as the Innovation Toolkit, and there is no user experience expert assigned to this broader initiative at this time. The Fellow will therefore need to design a user experience for Crowd Work that is flexible and scalable enough to later integrate the additional collaboration elements envisioned in the full Innovation Toolkit. This cutting-edge, green-fields project being undertaken by the Department has broad government-wide implications that require the specialized strategic user experience advice and guidance during its developmental phase that can only be provided by an expert consultant and advisor such as the Virtual Fellow who serves as the incumbent of this position.

II. MAJOR DUTIES AND RESPONSIBILITIES.

Contributes significantly to e-DIP's development and implementation of innovative Departmental programs that are focused on harnessing technology to facilitate new and expanded forms of successful 21st century statecraft in the development of effective information age

diplomatic engagement between the U.S. and other nations, organizations and diplomatic partners on a global basis. Serves as Departmental consultant on user interface design, human-computer interactions and information architecture for customer-facing Web-based applications in support of development of new Crowd Work platform in DOS. Provides strategic user experience advice and guidance for the platform in designing a user experience for the Crowd Work platform that is sufficiently flexible and scalable to later integrate the additional collaboration elements envisioned in the full Innovation Toolkit being developed as a White House initiative. Develops information architecture and interaction principles that reflect rich and complex interactive user experiences on the new Crowd Work platform. Advises senior IRM and DOS management on the process for scaling Crowd Work into a larger Innovation Toolkit that will present a seamless user experience on the platform. Applies IA and UX designs to complex IT interfaces, and advises on the application of IA/UX improvements for other diplomacy platforms.

III. FACTORS.

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION.

Mastery of and skill in applying advanced IT principles, concepts, methods, standards and practices required to serve as an expert IT Departmental consultant on user interface design, human-computer interactions and information architecture for customer-facing Web-based applications. Comprehensive knowledge of the cutting-edge Crowd Work platform and the White House Innovation Toolkit initiative necessary to make major contributions to EDIP's efforts to serve as innovators and practitioners concerning the intersection of communications, technology and diplomacy within the Department and with partners in the public and private sectors. Demonstrated skill and ability in applying new industrial and graphic design, human-computer interaction and technical communications methods and technologies to cutting-edge Crowd Work platform problems and issues. Significant knowledge of the application of IA and UX designs to complex interfaces, and advanced proficiency in the use of a variety of such design tools as Vision, InDesign and MS Office Suite, utilized by the incumbent in providing strategic user experience guidance for the new platform. Knowledge of the regulations, policies and procedures governing the development of the Crowd Work platform needed to ensure project delivery on time, on budget and in accordance with customer business requirements. Demonstrated ability to develop and implement a process for scaling Crowd Work into the larger Innovation Toolkit that will present a seamless user experience when using the platform. Skill and ability required to provide strategic user experience guidance for the new Crowd Work platform that will enhance overall IRM IT processes and practices and maximize Bureau, DOS and U.S. Government (USG) agencies' satisfaction with the new platform.

FACTOR LEVEL 1-8, 1550 POINTS.

FACTOR 2, SUPERVISORY CONTROLS.

The Senior Innovation Advisor in KLD provides administrative and policy direction, rather than technical direction, for the consultant's cutting-edge Crowd Work platform assignments that have a potential international impact on the Department's mission critical

activities. The consultant is a recognized technical authority in IT platform development that provides unique user interface design, human-computer interaction and information architecture products and services for the Department and its USG partners. It is necessary for the incumbent to ensure strict adherence to DOS and IRM Work Crowd platform operational plans and technical procedures, and to keep the Senior Innovation Advisor and other key management officials informed as to the status of the platform project and the resolution of controversial technical and management issues. The incumbent at this senior level is expected to interpret project management policies that are promulgated by senior authorities, exercise important responsibilities for the coordination of this critical IT project and participate significantly in defining overall Crowd Work platform program objectives. The completed strategic user design and development work produced by the consultant is unique in nature and is not subject to technical review by the Senior Advisor.

FACTOR LEVEL 2-5, 650 POINTS.

FACTOR 3, GUIDELINES.

Guidelines available to the position include Federal statutes and regulations, Executive Orders, OMB circulars, memoranda and guides, DOS regulations, procedures and practices governing IT program management, IRM policies and directives covering platform design and development and the Department's IT Strategic Plan. These guidelines are often too ambiguous and conflicting for application to the major and complex platform initiatives assigned to the consultant, and therefore require extensive interpretation on the part of the incumbent. It is necessary for the consultant to determine the intent of the guidelines, develop policies and procedures for dealing with specific cutting-edge policy, planning and oversight issues, and formulate guidelines for program managers, IT Specialists and others involved in the Crowd Work project. Top Departmental, Bureau and Office management and staffs recognize the incumbent as a senior technical expert in the IT platform user experience specialty area.

FACTOR LEVEL 3-5, 650 POINTS.

FACTOR 4, COMPLEXITY.

The work involves the development of a variety of strategic user experience interface design, human-computer interaction and information architecture programs and applications that require the conceptualization of many different and unrelated processes and an in-depth analysis of this major IT initiative that is being undertaken by IRM. The incumbent is expected to make program redirection and crowd sourcing platform decisions in situations where there are major uncertainties as to the most effective approach or methodology to be applied to achieve significant strategic objectives and preferred business outcomes. Considerable difficulty and originality is involved in developing new standards, methods and techniques for information management and process improvements, evaluating the impact of technological change and conceiving solutions to highly complex interface design issues. It is also necessary to continually evaluate the effectiveness of the Crowd Work platform framework that is under development, and to recommend changes that will ensure the platform's alignment with the Bureau's product and service requirements. The employee is further expected to exercise

considerable judgment and a high degree of initiative in anticipating the effects of changing business requirements and new technologies on the strategic plans for establishing a flexible and scalable Crowd Work platform in the Department.

FACTOR LEVEL 4-5, 325 POINTS.

FACTOR 5, SCOPE AND EFFECT.

The primary purpose of the work is to serve as a Departmental consultant in providing strategic user experience guidance for the new Crowd Work platform in DOS by developing the unique user design, human-computer interactions and customer-facing Web-based applications required for effective program development and implementation. Such work involves establishing criteria for measuring the effectiveness and efficiency of the Crowd Work platform, and formulating plans and strategies for investigating and analyzing a variety of unusual conditions, problems and issues that affect the successful development and implementation of the platform project and ensure end user satisfaction. The work also involves analyzing IRM customer requirements, planning and coordinating important decisions impacting new and competing platform project requirements and ensuring the resolution of outstanding Crowd Work platform issues. On an overall basis, the strategic user experience policy and planning efforts undertaken by the incumbent serve to foster and improve customer satisfaction with IRM products and services, and directly impact DOS' and the USG's ability to participate effectively in the development and implementation of critical IT projects that are essential to the effective execution of U.S. foreign policy goals and objectives.

FACTOR LEVEL 5-4, 225 POINTS.

FACTOR 6, PERSONAL CONTACTS.

The incumbent's contacts are with high level IT Specialists and program and project managers in DOS and IRM, key officials in regional and functional Bureaus of the Department, senior officials in other Federal agencies, stakeholders, representatives of interactive Web agencies and other private IT firms, professionals engaged in complex IT infrastructure design and implementation, senior officials from universities and professional associations and contractors, consultants and vendors. Regular contacts within and outside the Department take place in moderately unstructured settings and occur on an ad hoc basis.

FACTOR 7, PURPOSE OF CONTACTS.

The primary purpose of the incumbent's contacts is to influence and persuade program managers and their staffs in IRM and DOS to accept and implement the consultant's findings and recommendations with respect to the measures necessary to effectively design, develop and implement the new cutting-edge Crowd Work platform and improve customer satisfaction with the end products for which the incumbent is responsible. Resistance may be encountered to the implementation of the findings and recommendations due to organizational conflicts, competing objectives and resource problems and issues in the key organizations involved in the project's management and development. It is therefore necessary for the consultant to be extremely

skillful in approaching the contacts in order to secure their compliance for the implementation of the recommended platform policy and planning measures and initiatives.

FACTORS 6/7, LEVELS 3C, 180 POINTS.

FACTOR 8, PHYSICAL DEMANDS.

LEVEL 8-1, 5 POINTS. The work is primarily sedentary in nature.

FACTOR 9, WORK ENVIRONMENT.

LEVEL 9-1, 5 POINTS. The work is primarily performed in an office setting.

The reference used in preparing this position description and in classifying the position is the GS-2200 Job Family Standard for Administrative Work in the Information Technology Group. The total point score for all factors is 3590 through the application of the GS-2200 Job Family Standard. This equates to GS-13 by reference to the Grade Conversion Table on page 31 of the Standard. Based on the foregoing, this Virtual Fellow position should be classified as an IT Specialist, GS-2210-13.

Classification Advisory

Position: IT Specialist, GS-2210-13

Organization: Bureau of Information Resource Management, Deputy CIO for Business Management and Planning, Office of E-Diplomacy, Knowledge Leadership Division

Reference: Office of Personnel Management (OPM) GS-2200 Job Family Standard for Administrative Work in the Information Technology Group (5/11)

Background: This Classification Advisory covers a position in the Department's Virtual Fellow program that is hosted by the Knowledge Leadership Division, Office of e-Diplomacy, Deputy CIO for Business Management and Planning, Bureau of Information Resource Management (IRM/BMP/EDIP/KLD), in the U.S. Department of State (DOS). The incumbent performs duties that are characteristic of an information technology (IT) Specialist position in the Department, works virtually and is not physically located at DOS in serving as a Departmental consultant on user interface design, human-computer interactions and information architecture for customer-facing Web-based applications that are required for a new cutting-edge Crowd Work IT platform under development in the Department. These duties require specialized skill sets that do not exist in DOS and are typically found only in interactive Web agencies. The Fellow who is the incumbent of the position possesses the requisite education and experience necessary to perform the unique duties and responsibilities required of the position.

EDIP requires these advanced skills because the Fellow will provide the critical strategic user experience guidance for the Crowd Work platform. Unlike many other government technology implementations, the Crowd Work platform is cutting-edge in nature in that there is no direct private sector analogue such as Facebook or Twitter which the organization can utilize in developing an effective user experience for the new platform. There exist other crowd sourcing platforms, such as Wikipedia, oDesk and Mechanical Turk, but these are not the large, internally-facing crowd working platforms designed for a large organization such as the Department of State. The new platform is being developed as a piece of a larger White House initiative known as the Innovation Toolkit, and there is no user experience expert assigned to this broader project initiative at this time. The Fellow will therefore need to design a user experience for the Crowd Work platform that is flexible and scalable enough to later integrate the additional collaboration elements envisioned in the full Innovation Toolkit. This cutting-edge, green-fields project being undertaken by the Department has broad government-wide implications that require the specialized strategic user experience advice and guidance during its developmental phase that can only be provided by an expert consultant and advisor such as the Virtual Fellow who will serve as the incumbent of this position.

Title and Series Determination: The primary purpose of this position is to serve as a Departmental consultant in developing the user interface design, human-computer interactions and information architecture for the customer-facing Web-based applications required in the development of a cutting-edge Crown Work platform in the Department. It is also necessary to design a user experience for the Crown Work platform that is sufficiently flexible and scalable enough to later integrate the additional collaborative elements envisioned in a full Innovation

Toolkit being developed as a White House initiative. There are additional responsibilities for the position to develop information architecture and interaction principles that reflect rich and complex interactive user experiences on the new platform, and to apply IA and UX designs to complex IT interfaces.

Positions of this kind, that design, develop and deliver IT products and services that support innovative IT programs, operations and initiatives in the Department, are classified in the GS-2210 Information Technology Management Series and are titled IT Specialist.

Grade Level Determination:

This Virtual Fellow consultant position is evaluated by reference to grade level criteria in OPM's GS-2200 Job Family Standard for Administrative Work in the Information Technology Group. The position classification standard provides factor level descriptions and selected illustrations to evaluate each of the following nine factors that are used to classify the position.

FES EVALUATION STATEMENT

Title, Series and Grade: IT Specialist, GS-2210-13

Organization: Bureau of Information Resource Management, Deputy CIO for Business Management and Planning, Office of E-Diplomacy, Knowledge Leadership Division

Reference: GS-2200 Job Family Standard for Administrative Work in the Information Technology Group

Evaluation Factors	Points Assigned	Standards Used (Bmk #, FL#, etc)	Comments
1. Knowledge Required by the Position	FL 1-8, 1550 Points.	GS-2200 Job Family Standard	Mastery of and skill in applying advanced IT principles, concepts, methods, standards and practices as required to serve as an expert IT Departmental consultant on user interface design, human-computer interactions and information architecture for customer-facing Web-based applications. Comprehensive knowledge of the cutting-edge Crowd Work platform and the White House Innovation Toolkit initiative necessary to make major contributions to EDIP's efforts to serve as innovators and practitioners concerning the intersection of communications, technology and diplomacy within the Department and with partners in the public and private sectors. Demonstrated skill and

			<p>ability in applying new industrial and graphic design, human-computer interaction and technical communications methods and technologies to cutting-edge Crowd Work platform problems and issues. Significant knowledge of the application of IA and UX designs to complex interfaces, and advanced proficiency in the use of a variety of such design tools as Vision, InDesign and MS Office Suite, utilized by the incumbent in providing strategic user experience guidance for the new platform. Knowledge of the regulations, policies and procedures governing the development of the Crowd Work platform needed to ensure project delivery on time, on budget and in accordance with customer business requirements. Demonstrated ability to develop and implement a process for scaling Crowd Work into the larger Innovation Toolkit that will present a seamless user experience when using the platform.</p>
2.Supervisory Controls	FL 2-5, 650 Points.	GS-2200 Job Family Standard	<p>The Senior Innovation Advisor in KLD provides administrative and policy direction, rather than technical direction, for the consultant's cutting-edge Crowd Work platform assignments that have a potential international impact on the Department's mission critical activities. The consultant is a recognized as a technical authority on IT platform development that provides unique user interface design, human-computer interaction and information architecture products and services for the Department and its U.S. Government (USG) partners. It is necessary for the</p>

			<p>incumbent to ensure strict adherence to DOS and IRM Work Crowd platform operational plans and technical procedures, and to keep the Senior Innovation Advisor and other key management officials informed as to the status of the platform project and the resolution of controversial management and technical issues. The incumbent at this senior level is expected to interpret project management policies that are promulgated by senior authorities, exercise important responsibilities for the coordination of this critical IT project and participate significantly in defining overall Crowd Work platform objectives. The completed strategic user design and development work produced by the consultant is unique in nature and is not subject to technical review by the Senior Advisor.</p>
3.Guidelines	FL 3-5, 650 Points.	GS-2200 Job Family Standard	<p>Guidelines consist of Federal statutes and regulations, Executive Orders, OMB circulars, memoranda and guides, DOS regulations, procedures and practices governing IT program management, IRM policies and directives covering platform design and development and the Department's IT Strategic Plan. These guidelines are often too ambiguous and conflicting for application to the major and complex platform initiatives assigned to the consultant, and therefore require extensive interpretation on the part of the incumbent. It is necessary for the consultant</p>

			to determine the intent of the guidelines, develop policies and procedures for dealing with specific cutting-edge policy, planning and oversight issues, and formulate guidelines for program managers, IT Specialists and others involved in the Crowd Work project. Top Departmental, Bureau and Office management and staffs recognize the incumbent as a senior technical expert in the IT platform user experience specialty area.
4.Complexity	FL 4-5, 325 Points.	GS-2200 Job Family Standard	<p>The work involves the development of a variety of strategic user experience design, human-computer interaction and information architecture programs and applications that require the conceptualization of many different and unrelated processes and an in-depth analysis of this major IT initiative that is being undertaken by IRM. The incumbent is expected to make program redirection and crowd sourcing platform decisions in situations where there are major uncertainties as to the most effective approach or methodology to be applied to achieve significant strategic objectives and preferred business outcomes. Considerable difficulty and originality is involved in developing new standards, methods and techniques for information management and process improvements, evaluating the impact of technological change and conceiving solutions to highly complex interface design issues. It is also necessary to continually</p>

			<p>evaluate the effectiveness of the Crowd Work platform framework that is under development, and to recommend changes that will ensure the platform's alignment with the Bureau's product and service requirements. The employee is further expected to exercise considerable judgment and a high degree of initiative in anticipating the effects of changing business requirements and new technologies on the strategic plans for establishing a flexible and scalable Crowd Work platform in the Department.</p>
5.Scope and Effect	FL 5-4, 225 Points.	GS-2200 Job Family Standard	<p>The purpose of the work is to serve as a Departmental consultant in providing strategic user experience guidance for the new Crowd Work platform in DOS by developing the unique user design, human-computer interactions and customer-facing Web-based applications required for effective program development and implementation. Such work involves establishing criteria for measuring the effectiveness and efficiency of the Crowd Work platform, and formulating plans and strategies for investigating and analyzing a variety of unusual conditions, problems and issues that affect the successful development and implementation of the platform project and ensuring user satisfaction. The work also involves analyzing IRM customer requirements, planning and coordinating important decisions impacting new and competing platform project</p>

			requirements and ensuring the resolution of outstanding Crowd Work platform issues. On an overall basis, the strategic user experience policy and planning efforts undertaken by the incumbent serve to foster and improve customer satisfaction with IRM products and services, and directly impacts DOS' and the USG's ability to participate effectively in the development and implementation of critical IT projects that are essential to the effective execution of U.S. foreign policy goals and objectives.
6. Personal Contacts and 7. Purpose of Contacts	FLs 3C, 180 Points.	GS-2200 Job Family Standard	<p>The incumbent's contacts are with high level IT Specialists and project and program managers in DOS and IRM, key officials in regional and functional Bureaus of the Department, senior officials in other Federal agencies, stakeholders, representatives of interactive Web agencies and other private IT firms, professionals engaged in complex IT infrastructure design and implementation, senior officials from universities and professional associations and contractors, consultants and vendors. Regular contacts within and outside the Department take place in moderately unstructured settings and occur on an ad hoc basis.</p>
			<p>The primary purpose of the employee's contacts is to influence and persuade program managers and their staffs in IRM and DOS to accept and implement the consultant's findings and recommendations with respect to the measures necessary to effectively</p>

			design, develop and implement the new cutting-edge Crowd Work platform and improve customer satisfaction with the end products for which the incumbent is responsible. Resistance may be encountered to the implementation of the findings and recommendations due to organizational conflicts, competing objectives and resource problems and issues in the key organizations involved in the projects. management and development. It is therefore necessary for the consultant to be extremely skillful in approaching the contacts in order to gain their compliance for the implementation of the recommended platform policy and planning measures and initiatives.
8.Physical Demands	FL 8-1, 5 Points.	GS-2200 Job Family Standard	Work is primarily sedentary in nature.
9.Work Environment	FL 9-1, 5 Points.	“	Work is primarily performed in an office setting.
SUMMARY	Total Points Total Points: 3590 GS-13 Point Range: 3155 - 3600 Grade Conversion: GS-13		David L. Weisberg Lindholm & Associates Contract Classifier November 12, 2013
		Recommended Title, Series and Grade: IT Specialist, GS-2210-13.	